

### Supervisory and Scheduling Skills



**Bizzco ID SP03**

**SAQA ID SP 0908/14-17**

**NQF Level 4**

**Min Credits 50**

**Duration 6 - 12 Months**

**MERSETA Accredited**

#### **ENTRY REQUIREMENTS?**

**Communication, Mathematical Literacy & Computer Literacy at NQF level 3**

#### **COURSE DESCRIPTION**

The planning team leader is not only responsible for the planning function in the organization, but also for managing the performance of a team. This skills programme provides a comprehensive base for the management of the team, providing top quality customer service, and ensuring that the planning and scheduling process is efficient and accurate.

#### **WHO IS THIS COURSE FOR?**

This skills programme is for people in supervisory and management roles who wish to expand their knowledge in operations planning. This course also provides an excellent grounding for other Supply Chain personnel who need to understand how the warehouse activities can affect their own role.

In the event that the learner requires SETA registration, the learner would need to be employed by a company. Please contact us for more information.

#### **SUPPORTING DOCUMENTS NEEDED?**

**Certified copy of ID**

**Certified copy of highest qualification**

**Employment letter/contract\***

*\*Only needed for SETA registration*



#### **DELIVERY METHODS**

**Online, Facilitated or Blended**

Speak to us about other methods of training delivery and corporate customization!

##### **Online**

Interactive self-study 2- 3 hours per day over the 12-month period.

##### **Blended**

8 - 32 Facilitation hours, depending on group size.

##### **Facilitated**

64 Facilitation hours, total of 8 days of training.

**Supervisory and Scheduling Skills****COURSE STRUCTURE****Module 01****Lessons****Inventory in the Supply Chain**

Identification of different types of inventory and implementing performance metrics to measure our inventory.

01 Introduction into Supply Chain Management

02 Measuring Inventory Across the Supply Chain

03 Inventory Performance Measurements

04 Functions and Reasons for Holding Inventory

**Module 02****Lessons****Controlling Inventory**

For businesses which manufacture and sell products, the management of the inventory which they own is critical to the success of the business.

01 Inventory for Manufacturing, Using BOM'S

02 Types of Inventory

03 Value of Inventory

04 Excess, Obsolete, Surplus Inventory

**Module 03****Lessons****Importance of Customer Service**

This module emphasises the importance of customer service to a business in detail. The importance of a customer and the effects poor service has on a business.

01 What is Customer Service?

02 Effects of Poor Customer Service

03 Demand and Customer Service

04 Customer Satisfaction

**Module 04****Lessons****Problem Solving**

Knowing how to identify and solve problems, how to interpret statistics and how to optimise space usage are some of the key skills you will learn.

01 Defining and Investigating Problems

02 Using Problem Solving Techniques

03 Select and Evaluate Solutions to Problems

04 Applying Statistics

**Supervisory and Scheduling Skills****Module 05****Motivate & Build a Team**

Knowing the purpose of a team, the team dynamics, how to set goals and motivate a team is important to create a team that believes in TEAM .

**Lessons**

01	Team Leader and the Purpose of a Team
02	Strengthening and Motivating a Team
03	Implementing a Performance Plan
04	Performance Management and Feedback

**Module 06****Understanding Strategy**

As businesses grow and develop, they must create a strategic plan on how this growth and development will take place.

**Lessons**

01	Strategy and Business Planning
02	Understanding the Market
03	Understanding Demand
04	Collaboration in the Supply Chain

**Module 07****Medium Term Planning & Demand**

Medium term planning looks at building a sales plan which is supported by a production plan and the right strategies for manufacture.

**Lessons**

01	Sales & Operations Planning
02	Forecasting Techniques
03	Production Scheduling Environment
04	Material Requirements Planning

**Module 08****Short Term Planning**

The lowest level of the planning hierarchy is the execution and control of production. This includes scheduling for daily jobs for manufacturing, daily management and optimising of resources.

**Lessons**

01	Understanding Capacity Requirements Planning
02	Capacity Measurements and Levelling the Load
03	Production Activity Control
04	Measuring Production Performance

**Supervisory and Scheduling Skills****UNIT STANDARD INFORMATION**

Type	US ID	US Title	NQF	Credits
NA	242819	Motivate and Build a Team	NQF Level: 04	10
NA	242829	Monitor the level of service to a range of customers	NQF Level: 04	5
NA	377386	Perform material requirements planning (MRP)	NQF Level: 04	5
NA	377382	Perform forecasting in a manufacturing environment	NQF Level: 05	8
NA	377383	Planning and controlling in a manufacturing environment	NQF Level: 04	6
NA	377400	Perform sales and operations planning	NQF Level: 04	5
NA	377402	Perform master scheduling in the workplace	NQF Level: 04	5
NA	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	NQF Level: 04	6

